Integrated Services Delivery State and Local Level

Reorganization & Benefits

Roger J. Shackleford, Assistant Secretary
Division of Workforce Solutions



DEPARTMENT OF COMMERCE

2010 Organizational Structure

Employment Security Commission (ESC)

NC Department of Commerce

Unemployment Insurance Division (UI)

 Provides temporary income protection to workers during periods of involuntary unemployment

Employment Service Division (ES)

- Operates State
 Labor Exchange
- Local Offices across N.C. to serve employers and jobseekers
- Operates the Trade Adjustment Act (TAA) program

Labor Market Information Division (LMI)

 Collects and analyzes NC's state labor data on job opportunities, availability of workers and long range trends in employment

Division of Workforce Development (DWD)

- Provides resources for the training and re-training of youth, adults and workers who have lost their jobs
- 24 local workforce boards
- NC Commission on Workforce Development

Policy, Research and Strategic Planning (PRSP)

- Provides analyses and information to Commerce programs and key partners
- Works with state agencies and strategic partners providing assistance with strategic decisions

2011 Merger

ESC

Commerce

ES

Division of Workforce Solutions (DWS)

DWD

LMI

Labor, Economic and Analysis Division (LEAD)

PRSP

UI

Division of Employment Security (DES)



DEPARTMENT OF COMMERCE

2013 Organizational Structure

NC Department of Commerce

Secretary Sharon Allred Decker

DWS

Assistant Secretary Roger Shackleford

DES

Assistant Secretary

Dale Folwell

LEAD



DEPARTMENT OF COMMERCE

Benefits of the Merger

Leverage labor market data to enhance economic development

Maximize state and federal resources

Enhance customer service

Consolidate and improve workforce efforts at state and local levels





Workforce
Services Prior to
Integrated
Service Delivery



Center services are provided by different staff



Spending valuable time and resources

Wagner Peyser Services
I can help you
find a job.

Customers go from one person to another to receive services





Integrated Service Delivery



Wagner Peyser Services

I can help you
find a job.

e way we serve our when they doors



Talent Development Team



Welcome



- Explore career options
- Assess needs/barriers
- Identify services

Product Box



- Register
- Orientation
- Assessment

Talent Employment Team



- Explore career options
- Job Search
- Job referrals
- Assess employment opportunities

Services available to help customers with training or reemployment needs

Benefits of Integrated Service Delivery

Seamless service delivery

Efficient use of staff resources

Satisfied customers

